

Title (en)  
SYSTEM FOR AND METHOD OF AUTOMATED QUALITY MONITORING

Title (de)  
SYSTEM UND VERFAHREN ZUR AUTOMATISCHEN QUALITÄTSÜBERWACHUNG

Title (fr)  
SYSTEME ET METHODE POUR UNE SURVEILLANCE DE QUALITE AUTOMATISEE

Publication  
**EP 1656662 A2 20060517 (EN)**

Application  
**EP 04781960 A 20040823**

Priority  
• US 2004027372 W 20040823  
• US 49691603 P 20030822

Abstract (en)  
[origin: WO2005020209A2] A system and method according to the present invention automates call monitoring activities to evaluate and directly improve agent-customer interactions. Rather than listening to an entire call or monitoring only a small fraction of all the calls made in the contact center, the system performs highly accurate, automated evaluations of all customer interactions. By automating the time-consuming aspect of monitoring calls, the system empowers contact center operators to address quality issues, more accurately measure, coach and reward agents, and identify business-critical trends.

IPC 1-7  
**G10L 15/06**

IPC 8 full level  
**G10L 15/06** (2013.01); **G06Q 10/06** (2012.01); **G10L 15/18** (2006.01); **G10L 15/26** (2006.01)

IPC 8 main group level  
**G10L** (2006.01)

CPC (source: EP US)  
**G06Q 10/06** (2013.01 - EP US); **G10L 15/26** (2013.01 - EP US); **Y10S 707/99935** (2013.01 - US); **Y10S 707/99936** (2013.01 - US)

Designated contracting state (EPC)  
AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LI LU MC NL PL PT RO SE SI SK TR

DOCDB simple family (publication)  
**WO 2005020209 A2 20050303**; **WO 2005020209 A3 20050721**; AU 2004267846 A1 20050303; AU 2004267846 B2 20100826; CA 2536522 A1 20050303; CA 2536522 C 20131029; EP 1656662 A2 20060517; EP 1656662 A4 20080806; EP 1656662 B1 20160601; US 2005114133 A1 20050526; US 2009306984 A1 20091210; US 7584101 B2 20090901; US 8050921 B2 20111101

DOCDB simple family (application)  
**US 2004027372 W 20040823**; AU 2004267846 A 20040823; CA 2536522 A 20040823; EP 04781960 A 20040823; US 49694009 A 20090702; US 92303804 A 20040823